

## Preserving a POC Plan Line When Voiding or Withdrawing Authorizations

Did you know that you can preserve a Plan Line & not have to re-create it, even when voiding or withdrawing all the Authorizations under it?

In the Plan of Care, the only feature that actually has a status is the Service Prior Authorization. The Plan Line & the Plan of care as a whole will reflect the highest-level status of the authorization(s) below it. The authorization Statuses are ranked highest to lowest as follows:

- **Accepted**
- **Pending**
- **Draft**
- **Void**
- **Withdrawn**

Once an authorization is **void** or **withdrawn** in eXPRS, it is inactivated in the system. It cannot be copied, updated or reactivated. To prevent a Plan Line from moving to an inactive status, be sure that at least 1 authorization under the Plan Line remains in either **draft, pending** or **accepted** status.

Before you void or withdraw all authorizations under a Plan Line, you can:

- Add a Service Prior Authorization a “TBD” Provider. This will create a *draft* authorization that can be edited later.
- Once the other authorizations are **voided** or **withdrawn**, the Plan Line will assume the next highest status of the remaining authorizations. In this case, the status of **draft** for the TBD Provider. This keeps the Plan Line active & usable for other authorizations.
- You can now update the draft authorization or add new authorizations without having to recreate the Plan Line.